

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ORIGINAL
ARIZONA CORPORATION COMM
UTILITY COMPLAINT FORM



Investigator: Tom Davis

AZ 000
DOCKET CONTROL

Priority: Respond Within Five Days

2013 MAR 20 PM 8 38

Opinion No. 2013 - 109608

Date: 3/20/2013 Arizona Corporation Commission

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

DOCKETED

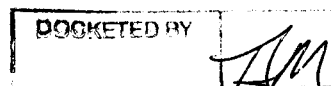
MAR 20 2013

Complaint By: First: Justin R

Last: Gushard

Account Name: Justin R Gushard

Home:



Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED ***** W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 *****WATER/SEWER

Re:Global Water Proposed Rate Increase

To All Concerned Parties:

I have lived in Maricopa for a little over 3 years. In that time I have seen a number of requests and approvals for increases to the rates Global Water charges for Water, Sewer, and Reclaimed Water services. As the only game in town we are held captive by this conglomerate and are at their mercy not only as individual homeowner's but also as homeowners in planned developments.

To be as short and to the point as possible I have lived in Arizona for 18 years. Having moved here from Ohio in 1994. The rates charged by Global Water for water and sewer in Maricopa are not only the highest I have ever paid in the state, but also the highest I have paid in living in a total of 3 states. Worse yet Global Water keeps demanding and receiving more money. I moved to Maricopa for affordable housing. I have managed to hold onto my home with a huge decline in home values, etc.

To be frank and honest Global Water is greedy. No investment at this point in time is making a guaranteed 10% return. I am getting .9% for my money market account and little more in a 2 year CD. Yet Global Water constantly demands increases to pay investors a guaranteed return of 10%. Worse yet they are now citing ongoing maintenance and expansion of their systems as a reason for the increase. The system in Maricopa is fairly new, and builders paid for this up front. They are trying to double dip! They need to be stopped! They have become all to accustomed to fleecing Maricopa Residents. This has to stop once and for all.

I did a quick comparison of other areas I have lived within Arizona. I lived in Mesa for 5+ years the rate there is \$11.30 per month plus \$1.26 per 1,000 gallons of consumed water. Totaling to about \$15.00 per month if I factor

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in my average usage per month. In Payson I paid approximately \$300 per year on my Property Tax bill to cover the "Northern Gila County Sanitary Sewer". The rates published for Phoenix appear that I would pay approximately \$34.25 per month their for wastewater. I am paying \$60 plus for these same services from Global Water.

To compound matters Global Water being "environmentally friendly" sells the treated "wastewater" back to HOA's to be used as irrigation water. They are making another pretty penny for this service. These rates too have increased and caused a pinch with the HOA budgets, which is ultimately passed onto residents. The rates already approved are excessive and too high. The price of water and wastewater is further pressuring home prices as the reputation of Global Water's greed is well known, and it detracts many from wanting to live in Maricopa, and some leave because of it as well. Lower home prices combined with exorbitant utility costs does not make the case for wanting to own, rent, or buy homes in Maricopa.

I work very hard for a living, and I do not receive a 10% guaranteed pay raise each year. Why should we pay for this ridiculous and unrealistic promise that Global Water made to its investors? These monies could be afforded by reducing spending on things such as advertising, CEO Salaries, Benefits, etc. In this economy everyone has to make sacrifices. It should not just be homeowner's in Maricopa suffering. All branches of Global Water's business units should be tapped to find the necessary money to meet the business' unrealistic agreements. This burden should not continue to be thrust upon the shoulders of Maricopa residents who are already struggling and making sacrifices.

I moved to Maricopa as a disabled person on a fixed income, for affordable housing. I love my home, my community, neighborhood, etc. The worst part of living here is the excessive burden of the water bill. It is sad that water and sewer with desert landscaping, no pool, in a one person home is more expensive than my electric bill on average. What does this say about the rates? WAY TOO HIGH!! We rely on lawmakers to protect us. I plead with you to please look at the facts and deny this request and to freeze current rates for at least 5 years to prevent frivolous filings by this utility. These filings cost a lot of money for the utility, there is additional money that could go toward investors guaranteed return. Proper management would go a long way in solving this "crisis" that simply repeats as often as allowed.

You are our last line of defense and we definitely need you to advocate for the citizens.

Thank you,

Justin R. Gushard
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/20/13: Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 3/20/2013

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